

## C2CS Focus Team Update – September 30, 2010

**Conversion Status:** DOP converted to Central Security on September 1. On September 15, 42 agencies (see list below) were converted to Central Security. This includes a total of 5384 employees. Of those, 203 are HRMS Professional Users.

0130	Joint Transportation Committee	1420	Tax Appeals Board
0200	Legis. Eval & Acctg. Program	1470	Office of Minority & Women's Busin.
0350	Office of the State Actuary	1650	Board of Accountancy
0500	Commission on Judicial Conduct	1850	Horse Racing Commission
0750	Office of the Governor	2050	Puget Sound Pilotage Commission
0800	Lt. Governor's Office	2500	Indeterminate Sentence Review Brd
0820	Public Disclosure Commission	3020	Home Care Quality Authority
0850	Secretary of State	3250	Sentencing Guidelines Commission
0860	Governors' Office on Indian Affairs	3410	LEOFF-2 Board
0870	Asian American Affairs	3530	Center for Childhood Deafness and Hearing Loss
0910	Redistricting Commission	3540	Workforce Training & Ed Coord Brd
0990	Citizen's Commiss. On Salaries E.O.	3550	Archeaology & Historic Preservation
1010	Caseload Forecast Council	4060	Country Road Admin Board
1040	Forecast Council	4080	Marine Employees' Commission
1050	Office of Financial Management	4600	Columbia River Gorge Comm
1060	Economic Development Finance Auth	4680	Environmental Hearings
1070	Health Care Authority	4710	Conservation Commission
1100	Office of Administrative Hearings	4760	Growth Mgmt Hearings Board
1180	Commission on Hispanic Affairs	4780	Puget Sound Partnership
1190	Commission on African American Aff	5400	Employment Security Dept
1200	Human Rights Commission	5990	Health Care Facility Authority

The next conversion phase is mid-November. Tentatively 46 agencies with 7400 employees and 230 professional users will be converted.

**Tickets:** Between September 1 and September 29, we have received a total of 179 security related tickets:

172	ESS Password
6	Professional Access Request Forms
1	Professional Password Reset

### Common Issues we are seeing:

1. Employees do not know their Personnel Number or do not realize the Personnel Number is their Logon ID and it must be a total of eight characters (leading zeros).
2. Copying the password from the auto e-mail. This usually includes an 11<sup>th</sup> character which is a space and does not work correctly.
3. Not understanding the password requirements when creating their password.